

TUT's Spirit of Santa Fe Travel Tips

The information on this page provides answers to some of the questions you may have about traveling to Santa Fe, New Mexico, your accommodations at the El Dorado Hotel & Resort, as well as the expected weather conditions during your stay. If you still have questions after reading over the Travel Tips and would like additional information, please contact BenchMark Incentives at (978) 792-5150 or toll-free within the U.S. and Canada at (866) 535-8600 Monday through Friday, between 9 a.m. and 5 p.m. Eastern Time. You may also fax us at (978) 834-6082 or contact us via e-mail at: tut@benchmarkincentives.com.

TRAVEL DATES

You should schedule your arrival into Albuquerque or Santa Fe on Sunday, April 26, 2020 to arrive no later than 4:00 p.m. into Albuquerque and 5:00 p.m. into Santa Fe, so you don't miss the first evening's festivities. TUT airport transportation will operate to the hotel from 11:00 a.m. until 4:00 p.m. from Albuquerque airport and from 11:00 a.m. until 5:00 p.m. from Santa Fe airport. Flights returning home should depart on Thursday, May 1st. On that day we will provide airport transportation from the Eldorado Hotel to Albuquerque airport from 3:30 a.m. until 10:30 a.m. and to Santa Fe airport from 5:00 a.m. until 12:00 noon.

TAXI INFORMATION

If you are extending your stay and have made plans to arrive in New Mexico before the group's arrival date or if you plan to depart after the group's departure date, you will be responsible for your own transportation to and from the airport.

A trip from Albuquerque Airport to the El Dorado Hotel & Resort is approximately 65 miles, which depending on the time of day, will take approximately just over 1 hour. The approximate taxi cost is \$150.00 USD. A private sedan with a driver is \$205.00 USD. If you'd like, BenchMark Incentives will be happy to assist in reserving a private car for you.

A trip from Santa Fe Airport to the El Dorado Hotel & Resort is approximately 12 miles, which depending on the time of day, will take approximately 20 minutes. The approximate taxi cost is \$32.00 USD.

Uber is also a convenient, inexpensive and safe taxi service. To start using Uber as a passenger, first you must sign up to create an account. After signing up, you'll need to download and install the app for your iPhone, Android, or Windows phone. Once you create your account and install the app, launch the app. You will see a login prompt; sign in with your credentials. After signing into your account, you'll need to link your credit card or PayPal account as a form of payment.

When you arrive in New Mexico, open the Uber app on your phone, ensure the pickup location, and select the car service you prefer. Approximate wait time is 10 minutes and the cost to the El Dorado Hotel is \$75.00 to \$170.00 USD (depending on your choice of vehicle) from Albuquerque and \$23.00 to \$34.00 USD from Santa Fe.

Note: You will only be charged when you take rides. This allows for a cash-free environment.

EMERGENCY TRAVEL ASSISTANCE

On our group travel dates BenchMark Incentives will be available on a 24-hour basis. If you need emergency travel assistance while en route to Santa Fe, or during your journey home, please refer to the front of your ticket jacket for their toll-free number. This emergency service is only available to guests who have booked their flights directly with BenchMark Incentives.

IMPORTANT TRAVEL DOCUMENTS

Personal Documents

U.S. Citizens are required to carry a government issued photo ID (driver's license or passport) when flying domestically.

Citizens of any other country must have a valid passport to travel to the United States. It is recommended that your passport be valid for six (6) months (until at least November 1, 2020) after your scheduled return date. If you hold a passport with an expiration date of less than six (6) months after your return date, we ask that you use your own discretion when considering the option to renew your passport.

Most citizens of European Union Nations (members of the Visa Waiver Program) are allowed to visit the USA without a visa, however they must apply for an ESTA (Electronic System for Travel Authorization) which is an automated system used to determine the eligibility of visitors to the U.S. To apply for an ESTA, please visit this site: <https://esta.cbp.dhs.gov/esta/>. Citizens of Poland, Croatia, Cyprus, Bulgaria and Romania must obtain a visa. If you are not a U.S. citizen, your national consulate or embassy can answer questions you may have regarding the individual travel documents required to enter the United States. You can find a worldwide index of embassies for the USA via the web at: <https://www.embassyworld.org/americas/united-states-embassy>.

PLEASE NOTE: YOU ARE RESPONSIBLE FOR OBTAINING YOUR OWN PASSPORT AND VISA (IF NECESSARY). IF YOU DO NOT HAVE THE NECESSARY DOCUMENTATION FOR TRAVEL TO THE UNITED STATES, WE URGE YOU TO TAKE THE PROPER STEPS TO OBTAIN A PASSPORT TODAY!

Keep your passport in your carry-on bag with your airline ticket and/or e-ticket receipt. We also recommend packing a photocopy of the picture and signature pages of your passport in your checked luggage. If your passport does get lost while you are in the U.S., it is easier to get an emergency replacement if you have the photocopies.

Customs and Immigration Forms

The flight attendants on international flights will hand out one (1) Customs & Immigration Form per family. This must be completed prior to arrival in the United States.

Travel Documents and E-Ticket Receipts

Approximately two weeks prior to the trip, you'll receive a detailed itinerary, travel wallet and custom luggage tags. If you book your flights with BenchMark Incentives, your airline ticket and/or e-ticket receipt will be included in this mailing.

IMPORTANT TRAVEL POLICIES

Please take note of the check-in policies, carry-on restrictions and airport security rules that may impact your travel plans. Due to the fact that these security measures change regularly, we suggest that you visit the following website for the most up-to-date information: <https://www.tsa.gov/travel>.

Airport Check-in

It is important that you check in two (2) hours prior to your domestic flight's departure time and three (3) hours prior to your international flight's departure time. Flight schedules are constantly changing, which means that you should confirm your flight's status 24 hours in advance and again prior to departing for the airport.

Checked Bags

The Transportation Security Administration (TSA) has strict luggage regulations. At this time, airline passengers are allowed to check two (2) pieces of luggage. Each suitcase that you plan to check on the plane should not exceed a combined size (length + width + height) of 62 inches and must not weigh more than 50 pounds. If you exceed the weight limit or luggage allowance, you may be charged an additional fee by the airline.

When you check your bags at your home city airport, be sure the airline representative labels them with the special airport code "ABQ" which stands for Albuquerque International Sunport or "SAF" for Santa Fe Regional Airport. If any of your bags are missing when you arrive in New Mexico, file a Missing Baggage Report with the airlines before leaving the Baggage Claim Area, then inform members of the TUT Travel Staff. They will work with the airlines to locate your missing bags and return them to you in a timely manner.

Most airlines now charge for each piece of checked luggage. The average fee is \$25 per bag. Please check your airline's website for luggage fees.

Note: Golf clubs are considered as one (1) piece of checked luggage.

THE AIRLINES ADVISE THAT YOU INCLUDE FULL IDENTIFICATION INFORMATION INSIDE EACH PIECE OF LUGGAGE IN CASE THE OUTER TAGS ARE LOST IN HANDLING.

Carry-on Bags

You may bring **one (1) small personal item** such as a purse or briefcase to stow under the seat in front of you **plus one (1) small carry-on bag** per passenger. The carry-on bag must fit comfortably in the airport "sizer" without being forced and may not exceed any of the following measurements: 22" long x 14" wide x 9" tall or 115cm (56 x 36 x 23 cm). All carry-on bags must be stowed in an overhead bin. Pack only the essentials in your carry-on bag(s), such as your airline and/or e-ticket receipt, a valid passport, prescription medications, valuables, undeveloped film, camera, a light change of clothes, any items you will need before your room is available at the hotel, plus anything you may want if your luggage happens to go astray. Passengers with more than one (1) carry-on, plus a personal item, will be required to check their additional luggage. For more information on luggage regulations for a specific airline, please visit your airline's website.

Airport Security Update

The TSA has strict security screening procedures for ALL domestic and international flights originating in the United States. As of this writing, passengers will only be permitted to carry three-ounce sizes of liquids, gels and lotions past the security checkpoints in their carry-on luggage. Travel-size toiletries (three ounces or less) will be allowed in a clear plastic, one-quart size, zip-top bag. However, you will be asked to place the plastic bag separately on the X-ray conveyor belt.

PLEASE NOTE: A FEW EXCEPTIONS TO THIS RULE APPLY AND INCLUDE DIABETIC GLUCOSE MEDICATIONS SUCH AS INSULIN, BABY FORMULA AND PRESCRIPTION LIQUID MEDICATIONS LABELED WITH A NAME THAT MATCHES THE PASSENGER'S TICKET. THESE ITEMS MUST BE DECLARED TO THE TRANSPORTATION SECURITY OFFICERS AT THE SECURITY CHECKPOINT. BEVERAGES AND OTHER ITEMS PURCHASED IN THE SECURE BORDING AREA MAY NOW BE BROUGHT ONTO THE AIRCRAFT.

To minimize any delays at the screening checkpoint we strongly suggest that you pack the following items in the luggage you plan to check on the plane: all creams, lotions and ointments, suntan lotions, moisturizers, bug sprays, gel deodorants, gel-cap pills, hair styling gels, hair sprays of all kinds including aerosol, liquid hair products, lip gels, glosses or liquids, liquid foundations, makeup removers or facial cleansers, mascara, mouthwash, nail polish, perfumes or colognes, liquid sanitizers, liquid soaps, bubble bath and toothpaste.

Also, passengers will be asked to remove their shoes. Footwear will be sent through the x-ray machine with each passenger's carry-on bags. Laptop computers, cellular phones, iPads, and other portable electronic devices must be screened at the security checkpoint as well, but will be allowed onboard the aircraft.

Once again, security measures may change between now and the time you depart for New Mexico, so we suggest that you visit the TSA website prior to our Spirit of Santa Fe trip for the most up-to-date travel information: <https://www.tsa.gov/travel>.

PLEASE NOTE: IF YOU ARE FLYING FROM ANY COUNTRY OTHER THAN THE UNITED STATES, LOCAL POLICIES REGARDING CARRY-ON LUGGAGE WILL APPLY. PLEASE CHECK WITH YOUR AIRLINE FOR ADDITIONAL DETAILS.

WEATHER

Santa Fe's weather will be relatively mild during the day and cool at night. The temperatures often plummet 30 degrees in the evenings. Santa Fe has a typical dry, high dessert climate and in late April you can expect daytime temperature in the mid to high 60s while evening temps can drop to the mid 30s. The daytime weather should be perfect for any outdoor adventures.

WHAT TO PACK

Given the fluid weather, layering is the word for the day. Choose the types of warmth and layers according to the season and planned activities. Santa Fe does have some excellent, fine restaurants with opportunities to dress up, if that suits your fancy. Otherwise, simple traveling clothes work best for all TUT activities and meals. When planning your wardrobe, remember that less is more! Some essentials we suggest:

- Walking shoes, sneakers or hiking boots
- Jeans, slacks, sweaters, warm shirts (plan to dress in layers)
- Jacket, gloves, a hat or cap
- Personal medications and prescription eyeglasses
- Small backpack
- Sunglasses and sunscreen – although the temperatures aren't hot in April, the desert sun is strong
- Adapter plugs and converters (for attendees from outside the U.S.)
- Camera with charger or extra batteries
- Travel Insurance certificate, if you've purchased insurance (highly recommended)
- Drivers license, (passport for non-U.S. residents) and money
- A copy of the picture page of your passport – keep in a separate location from your passport

ELECTRONICS

Electric power is standardized in all states across the USA. It is set at 110 volts and 60 cycles. Standard electric plugs have two flat blades. The plugs on most newer appliances have a third, round grounding pin. The hotel is equipped with electrical receptacles that can accommodate either type of plug.

If you are traveling from outside the United States, you may need a plug adaptor to fit the electrical receptacles. For your convenience, the rooms at the El Dorado Hotel are equipped with hairdryers.

VALUABLES

Neither the airlines nor the El Dorado Hotel & Resort will take responsibility for lost or stolen valuables. We suggest you pack them in your carry-on bag and store them in the safe located in your room.

SHOPPING

Shopping in Santa Fe takes you on an odyssey, into charming historic buildings filled with treasures; handmade and hard to find anywhere else. Whether you're looking for fashion or furniture, cowboy boots or concho belts, salsa or silver and turquoise jewelry, you'll find that and so much more in this shopper's paradise of Southwest specialties as well as wonders from around the world.

MONEY MATTERS

We recommend that you use debit cards, credit cards or cash while in New Mexico. You should notify your bank or card provider that you'll be traveling, since some banks have fraud protection policies in place that will deny charges from places away from home.

Credit Cards

The Eldorado Resort & Spa, as well as most shops and restaurants, accept Visa, MasterCard, Discover or American Express. Some of the smaller establishments do not accept credit cards, so it is always good to ask if you do not see a sign in the window or at a register.

Note: It is a good idea to make sure you understand how to take cash advances out on your credit card prior to your departure.

ATM Transactions

A 24-hour Automatic Teller Machine (ATM) is located in the resort's business center and others can be found throughout Santa Fe. Some bars and shops also have them. If you have a bankcard or debit card that has "VISA," "Cirrus," "Citibank" and "AmEx" support, you can use it to withdraw money directly from your personal account in local currency. Before you leave for Santa Fe, confirm with your bank that your debit card will work and alert them that you'll be making withdrawals while traveling.

The amount that can be withdrawn from your account may vary from bank to bank. Before you travel, ask your bank how much you can withdraw per 24 hours, and consider adjusting the amount. Some travelers prefer a high limit that allows them to take out more cash at each ATM stop. Others prefer to set a lower limit as a security measure, in case their card is stolen. Either way, it's a good idea to monitor your account while traveling to detect any unauthorized transactions.

Cash

If you're heading off the beaten path, it is a good idea to carry some cash as access to banking facilities may be less convenient. Many smaller businesses do not accept larger bills.

Personal Expenses

When you check in, you will be asked to leave an imprint of your credit card. Personal incidental charges incurred during your stay, such as items consumed from your minibar, laundry services, telephone calls, internet access, boutique purchases and any meals or spa/salon treatments other than those specified in the Spirit of Santa Fe itinerary, will be charged to your personal account for payment prior to your departure. For your convenience, the El Dorado Hotel & Resort will accept all major credit cards for payment of this account.

Note: When you check into the El Dorado Hotel & Resort, a "hold" will be placed on your card to cover expected incidental charges. This hold will then be applied to or released back to your account upon departure.

Gratuities

Tips, taxes and service charges for all of our Spirit of Santa Fe events have been taken care of, including bellmen, housekeeping and porters. However, any time that you are on your own, tipping is at your own discretion.

The usual rule of thumb in a restaurant in the U.S. is to tip 15% to 20% on top of the bill. Make sure a service charge has not already been included on the bill. Taxi drivers are usually tipped approximately 10% of the fare.

TIME DIFFERENCE

Santa Fe is in the Mountain Time Zone (MDT), which in April is two (2) hours behind Eastern Standard Time (EST) and six (6) hours behind Greenwich Mean Time (GMT). So 8 a.m. on Saturday in Santa Fe, is:

- 7 a.m. on Saturday in California, United States
- 8 a.m. on Saturday in Calgary, Canada / Colorado, United States
- 9 a.m. on Saturday in Chicago, United States
- 10 a.m. on Saturday in Montreal, Canada / New York, United States
- 3 p.m. on Saturday in London, Great Britain
- 4 p.m. on Saturday in Stockholm, Sweden/Paris, France
- 2 a.m. on Sunday in Auckland, New Zealand

If your home city is not listed above, you can find current local time and time zone information at <https://www.timeanddate.com/>.

COMMUNICATION

If family members, friends or business associates need to reach you during your stay in Santa Fe at the El Dorado, they may call you at:

El Dorado Hotel & Spa
309 W San Francisco St.
Santa Fe, NM 87501 USA
Tel: 505-988-4455

Telephone Calls

In-room telephone calls will be assessed a standard hotel service charge, which can be high. If you wish to make a call from your guest room, it is recommended that you call collect or use a calling card.

Mobile Phones

For U.S. residents, cellphone companies provide service to New Mexico and issue no extra fees or roaming charges when you use your cell phone. National carriers like Sprint, AT&T, T-Mobile and Verizon all provide visitors with cell service and reception.

For calls to other countries, dial 011, the country code, city code and local number you are calling. Then, follow the prompts to complete your call.

Note: Calls originating overseas are priced differently than calls originating from within your country/home city. Please contact your telecommunications provider for details regarding rates.

Internet Connection

Complimentary wireless internet access is available at the El Dorado Hotel & Spa.

Alternatives

Skype is an inexpensive alternative to staying in touch. You can download it for free. If you call another person who also has Skype, the call is free. You can call international phones and mobile phones, or even text messages at reduced rates. Another available app is Viber, a smartphone application that allows free texts and calls to other Viber users. Unlike Skype it doesn't require you to log on – you just need to open the app and use a Wi-Fi connection.

WORKOUT FACILITIES AND SPA

The resort has a well-equipped fitness center with stunning views. You may work out at your convenience with free weights, cardiovascular machines and strength machines. Post workout, you might want to relax and rejuvenate in the hotel's Nidah Spa. The Spa uses a unique blend of modern and ancient healing techniques and offers a variety of massage treatments, body wraps and alternative therapies.

MORE INFORMATION

Reading materials about Santa Fe are available at your local library and bookstore. If you have a Kindle, Nook or tablet you can purchase and download a variety of books and travel apps so that you can have all the information you want at your fingertips. You can also collect a variety of articles from the Internet. Some suggested websites are:

<https://santafe.org/>

<https://www.lonelyplanet.com/usa/santa-fe>

<https://www.fodors.com/world/north-america/usa/new-mexico/santa-fe/experiences/news/photos/santa-fes-top-14-experiences>